

Created	Topic	Branch	Comment	Notes	Contact
4/30/2023 22:11	Programs/Events	Appaloosa	<p>My daughter just completed the little scientists 6-week program (March/April 2023) at Appaloosa. It was very well organized, fun and kept my daughter very, very engaged. The library staff that guided us through the 10:30am -12pm weekly event were very kind, helpful and accommodating. They made us feel comfortable. Generally, the environment was welcoming and allowed us to focus on the children exploring and learning. Thank you, thank you! We recommend the program to all that fall within the age bracket whenever it is offered.</p> <p>Thank you!</p>	Emailed patron on 5/1/2023 thanking them for their feedback	Yes
4/30/2023 16:54	Library/Online Materials	Mustang	<p>Hi! I'd like to request that the library please obtain a copy of the book The Obesity Fix: How To Beat Cravings, Lose Weight and Gain Energy by Dr James DiNicolantonio</p>	<p>Hello,</p> <p>Thank you for your suggestion. Unfortunately, the title you requested is not available for us to purchase through our contracted vendor.</p> <p>Regards,</p> <p><b>[Redacted]</b></p>	Yes

4/27/2023 11:21	Computer/Internet	Civic Center	<p>It would be nice if there was a donation box for people who can't afford the print out from the printer. Especially if they're doing a project. If that's not possible there should be a separate pay for taxes to, like the internet is free the print outs should be.</p> <p>I'm not saying this for free stuff just never know what students are going through.</p> <p>-Thank you</p>	<p>I understand this patron comment to be asking for a place the public can donate funds to make available for other patrons to print, similar to leave a penny / take a penny at a convenience store. This would not be possible because of City cash handling ARs and operational challenges that would come with a system like this. I'm unclear on the second part of the comment. They may be advocating for free printing but then they seem to contradict this. Patron did not leave contact information in order to get further clarification.</p>	No
4/25/2023 14:03	Children's Patio	Mustang	<p>Submitted on a comment card at Mustang on 4/25/23.</p> <p>My five-year-old son and I came to the library to check out a few books and we were met with the greatest surprise...the new Children's Patio area!</p> <p>The two sand tables are so great, as well as the chalk board and magnetic board. My son really enjoyed cooking in the market area! What a great addition to the Mustang Library!!</p>	Noted.	No
4/25/2023 10:23	Customer Service	Library System	<p>Your voicemail message is too long. Too much unnecessary information before you make me wait on hold. Why not get more people to answer the phone quicker instead of wasting patrons time? Our time has value, same as yours.</p>	Noted.	No

4/23/2023 18:19	Digital Content	E Resouces- Cloud Library	<p>I downloaded the Cloud Library app to my Kindle, however when I try to set up the account, I get "Login Failed. Invalid patron credentials, Patron is not allowed to checkout books."</p> <p>How do I update this so I can check out books from the Cloud Library?</p>	<p>Hello and thank you for your note.</p> <p>Scottsdale Public Library is proud to offer a new digital library with ebooks and audiobooks. You mention you have a Kindle - is this a Kindle Fire Tablet or a Kindle e-Ink device like a Paperwhite? The e-Ink devices, like the Paperwhite are not compatible with cloudLibrary as Amazon uses a proprietary format type. If it is the Kindle Fire Tablet, that has other kinds of issues because it requires side-loading the cloudLibrary app.</p> <p>Two things would help us diagnose the issue - 1) is your device a Kindle eReader? or a Kindle Fire Tablet - and if tablet, what OS (operating system) are you using? 2) if you have a few minutes, please check if you are able to login off the webpage using your full SPL library barcode and 4-digit PIN number :  <a href="https://ebook.yourcloudlibrary.com/library/ScottsdalePL/Featured">https://ebook.yourcloudlibrary.com/library/ScottsdalePL/Featured</a>. If you are able to login off the webpage, we can confirm your account has no blocks that could be muddying the waters.</p> <p>Thank you for your help and patience untangling this rather strange issue. Please feel free to contact me directly with the contact information below. And thank you for supporting your local public library!</p>	Yes
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4/19/2023 14:38	Library/Online Materials	Civic Center	<p>I suggest ordering two items:</p> <p>CODA, Children of Deaf Adults (DVD)</p> <p>Black and Blue by Cheryl Dorsey (Book)</p> <p>Thanks!</p>	<p>Hello,</p> <p>Thank you for your suggestion. Unfortunately, neither suggested title is available for us to purchase.</p> <p>For future reference, purchase suggestions can always be submitted via thisform on our website.</p> <p>Regards,</p> <p>[Redacted]</p>	Yes
4/17/2023 16:11	Customer Service	Civic Center	<p>Laurie in the children's area was such a wonderful help to me. She took a great deal of time researching and looking for the criteria my grandson needed for school. She is truly passionate about her job.</p> <p>[Redacted] was helpful as well. Thanks so much ladies!!</p>	<p>Noted and shared with both staff members and their immediate supervisor. Civic Center Youth staff are a wonderful group!</p>	No
4/17/2023 16:09	Computer/Internet	Civic Center	<p>Great library and really appreciate printing and computer services.</p> <p>Thanks</p> <p>p.s. Wonderful organization</p>	<p>Happily noted.</p>	No
4/17/2023 13:59	Card renewal	Civic Center	<p>Is it possible to extend the expiration date to 3 years? 1 yr seems so quick.</p> <p>Thx.</p>	<p>Library card renewals are currently an annual process to keep patron account records up to date and to be sure that patrons who move outside of Maricopa County are registered as and paying for non-residents cards.</p>	No
4/17/2023 13:57	Programs/Events	Civic Center	<p>Very grateful for the Brave Books event!</p> <p>Thank you for opening your doors to things like this.</p>	<p>Noted. This event was not a library program but an outsideFacility Use reservation.</p>	No

4/17/2023 12:56	Atmosphere	Appaloosa	<p>The following comment was written on a yellow Comment Card inside Appaloosa Library on 4/16/23.</p> <p>"I love this quiet day. This is the way a library should be. Not a sign for noise level elevated (noise level underlined)."</p> <p>Card was signed by patron, but they did not ask for further contact.</p>	Noted	No
4/16/2023 19:46	Library/Online Materials	suggest a purchase	<p>where is the "suggest a purchase" website link? couldn't find it on sitemap illustrated etymologicon by Author Mark Forsyth ISBN 9781785787850</p>	<p>Good morning [Redacted],</p> <p>Thank you for your comment regarding the Suggest a Purchase link. The link is located on our scottsdalelibrary.org website under the Services drop down menu in the menu bar at the top. I went ahead and submitted your suggestion for The Etymologicon by Mark Forsyth. I see we own copies of his other work and included that in the notes field for consideration. If you have any additional questions regarding this, please feel free to reach out to me directly and I'll be happy to help.</p> <p>Have a wonderful day.</p>	Yes
4/14/2023 12:48	Customer Service	Appaloosa	<p>The following comment was written on a yellow Comment Card inside Appaloosa Library on 4/12/23.</p> <p>"Your drop off and pick up window work very well! Thx."</p>	<p>Dear [Redacted],</p> <p>Thank you very much for taking the time to share your positive comment about the Appaloosa Library's Drive Thru Service. We always appreciate hearing from our patrons and I'm so happy to hear that our service offerings are working so well for you.</p> <p>Thank you for your continued use of the Scottsdale Public Library System.</p> <p>Sincerely,</p> <p>[Redacted]</p>	Yes

4/14/2023 12:32	Customer Service	Appaloosa	<p>The following comment was written on a yellow Comment Card inside Appaloosa on 4/10/23.</p> <p>"Amazing service since the Pandemic - opening drive thru for customer needs - PHX library stayed closed. Requests for books are filled in 1 - 2 days. What workers! PHX - 3 - 4 days."</p>	Noted with pleasure.	No
4/14/2023 12:29	Library/Online Materials	CMMS	<p>A patron at the window shared the following comment to a staff member this morning.</p> <p>"Patron stated that she misses having the Scottsdale Public Library stamp on the top of each book. Staff showed her the sticker on the inside of the book, but she still misses the stamp for quick reference."</p>		No
4/12/2023 15:33	Computer/Internet	System WiFi	<p>Submitted on a comment card at Mustang on 4/12/23.</p> <p>Please allow only 1 log-on to WiFi per day. It is a waste of time to have to log-in after going to restroom, walk , or take a call outside. The IP address should be recognized and auto ign-on (?) or log-on allowed.</p> <p>Also allow all browsers - Edge, Firefox to launch one-time.</p> <p>SP. Sign-on and not restored to Chrome.</p> <p>(Difficulty reading the print on this comment).</p>	<p>Followed up with IT and discovered a system glitch. This was fixed and should now sufficiently lengthen the amount of time between required logins.</p>	No
4/12/2023 14:02	Library Shop	Appaloosa	<p>A former Arabian Library Shop volunteer (of 10 years!) was very impressed with the boutique look and selection at the re-opened Appaloosa Library Shop. She wanted to let Ray and his team know what a fabulous job they are doing and she can't wait for Arabian to reopen.</p>	Noted with pleasure.	No
4/10/2023 15:12	Library/Online Materials	Civic Center	<p>Thank you for more \$.50 pb's</p>	Noted.	No

4/10/2023 8:35	Library/Online Materials	Civic Center	Request carrying home schooling curriculums	We already carry information and guides on home schooling but due to the wide variety of home-schooling materials, we are unable to support all the different home school curriculums.	No
4/7/2023 12:23	Computer/Internet	Civic Center	Just concerned a little saw a younger gentleman playing virtual game that trains to kill. So, in light of our social situation maybe those folks who train on those sights should have to sign a log book?  Thx you	Patron suggestion would violate privacy of library users and is not operationally feasible to implement.	No
4/5/2023 18:36	Library Shop	Mustang	Submitted on a comment card at Mustang on 4/4/23.  Please add more 50 cent and small paperback shelving and books!	Noted, this feedback will be shared with volunteer coordinator staff.	No
4/5/2023 16:19	Customer Service	Civic Center	I am grateful of Civic Center Staff. They are not just help but Godly people.  Thanks	Noted. Spoke to patron by phone to thank him for his kind feedback. He reiterated that he appreciates the library and library staff at Civic Center.	Yes
4/5/2023 12:45	Everything about the library	Civic Center	[Redacted] really helped a patron with understanding how the library works, checking out items, showing her where things were. The patron didn't leave her name, but was very grateful for the help she got from Lori last week.	Happily noted. Library Monitor [redacted] is truly an asset to the staff and patrons at Civic Center Library.	No
4/1/2023 13:09	Atmosphere	Appaloosa	The following comment was written on a yellow comment card inside Appaloosa on 4/1/23.  "The noise is unbearable. Please do something about the accustic or have real sound proof room. Thank you."	I spoke to this patron before she filled out the comment card and assured her that her comments would be shared.	No

4/1/2023 8:06	Customer Service	Civic Center	<p>You're doing great. However I have a book set aside: Title: His very best : Jimmy Carter, a life  Author: Alter, Jonathan.  Format: Book  Call No.: BIO CARTER J  Barcode: 0000141770123  Held-Till: 4/3/2023</p> <p>which I won't be able to pick up and I don't know how to cancel. So if you can, put the book back on the shelf. Thanks,  [Redacted]</p>	<p>Hold will expire today and be removed from patron account on Tuesday 4/4/23. Patron did not leave follow up information to contact him back to let him know the book would move on tomorrow morning.</p>	No
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